

Customer Support

Products and Services Provided

FS, Fire and Aviation Management Information Systems Application Helpdesk

- ▶ Will receive the initial request for technical support of the FPA-PM web application through established support channels. The F&AM Applications Helpdesk will provide first level technical support for all FPA-PM inquiries. Services will primarily include User ID/password administration, troubleshooting, and user assistance.
- ▶ Will document and track all application problems, solutions, change requests and inquiries using the Application Helpdesk HEAT database.
- ▶ Upon request, will provide a summary report of support calls to the Business Steward, Project Manager and Application Liaison.
- ▶ The F&AM Information Systems Applications Helpdesk will make every effort to contact the customer with problem resolution or to initiate the next course of action within two hours of the initial call.
- ▶ Receive and disseminate notification of unscheduled Primary System downtime and user transfer to backup per the FPA – BLM systems service level agreement. (procedure to be developed)
- ▶ Participate in initial and follow up application training in order to provide technical support.

FPA-PM Implementation Coordination Group

- ▶ Will provide second level technical support for FPA-PM inquiries or application errors that cannot be resolved by the F&AM Applications Helpdesk.
- ▶ Provide development and interpretation of Agency guidance related to FPA.
- ▶ Will provide an updated list of secondary support personnel, including business and after hours phone numbers and office location, to F&AM Information Systems by September 30, of each year.2004
- ▶ Will work directly with a customer to resolve secondary support issues as needed.
- ▶ When working directly with the customer, provide the solution to the F&AM Applications Helpdesk within 24 hours so the call ticket may be closed.

FPA-PM Project Team

- ▶ Distribution point for information on FPA-PM application support will continue to be fpa.nifc.gov and will continue to be maintained by the FPA Project Team.
- ▶ Will provide level III technical support for FPA-PM application errors and maintenance. Contacts will be through the change request process from level II.

Customer Responsibilities

- ▶ Use established agency protocol for problem resolution during normal business hours.
- ▶ Provide a clear, concise description of the problem and any circumstances that may have led to the problem.
- ▶ **After-hours assistance via pager is reserved for emergencies.** During non-staffed hours, ensure that the problem priority is a critical or major impact. If a call back is not received in two hours, the support line should be contacted again. 7/24 support system (NITC) only, User support Monday through Friday 0730 – 1700 (MST).

Method for Requesting Services

Requests are made via telephone or e-mail during staffed business hours:

1-800-253-5559 or 208-387-5290

FAX: 208-387-5292

fire_help@dms.nwcg.gov

After-hours assistance via pager is reserved for emergencies at 1-800-253-5559.

Staffing Levels

The National Information Application Helpdesk will provide first level support requested through established support channels during staffed business hours and via 2 hour call back outside of staffed business hours for emergency calls.

The F&AM Applications Helpdesk is staffed Monday through Friday 0730 to 1700 Mountain Time, excluding holidays.

Compliance Service Goal

Respond to 90% of support calls within 2 hours during staffed business hours.

Problem Priority Resolution

The Business Steward sets the problem priority resolution if the F&AM Applications Helpdesk, the FPA-PM Implementation Coordination Group (ICG), and/or the Change Control Board (CCB) cannot



reach agreement.

Priority	Description
Mission Critical	A problem deemed mission critical is expected to receive immediate response and maximum resources required to solve the problem as soon as possible. An example of a mission critical problem would be the network down or database server down. A total discontinuation of work occurs.
Major Impact	A problem deemed to have major impact is expected to receive adequate resources, redirected if necessary, to solve the problem. An example of a major impact problem would be a program bug that optimization fails to run or produces bogus results.
Minor Impact	A problem deemed to have minor impact is expected to receive adequate resources to solve the problem. An example of a minor impact problem would be a program bug that causes an intermittent graphic display slowdown.
Inquiry	A question is expected to receive adequate resources to answer the question within two hours. A question does not impede the continuation of work.
Change Request	Requested application changes or requested documentation changes.

Table 2 Problem Priority Matrix

Service Tracking and Reporting Procedure

A call record is completed for each customer support request and logged into the HEAT database tracking system by the F&AM Applications Helpdesk. The call record is forwarded to the next appropriate support level, if necessary.

The F&AM Applications Helpdesk is responsible to ensure timely closure or track status of calls forwarded to the next level of support.

The call record may be forwarded to the next appropriate support level to determine if the call is an application error or change request. That information is returned to the customer via the F&AM Applications Helpdesk.

Compliance Reporting Method

Upon request Applications Helpdesk will provide a summary report of support calls and resolution time to the Business Steward, Project Manager and Project Liaison.



Products and Services Provided

FS, Fire and Aviation Management Information Systems Application Helpdesk

The application helpdesk will receive the initial request for the FPA-PM application or documentation changes through agency established support channels. The F&AM application helpdesk will transfer change requests to the FPA FS, F&AM Application Liaison.

Change Requests are tracked in the customer support (HEAT) database by the F&AM Applications Helpdesk. The change request tickets are closed in the problem tracking customer support database and removed from the change request report following implementation or closure of the change request.

FS, Fire and Aviation Management Information Systems Application Liaison

Will work with the FPA Change Control Board (CCB), developers, ICG, and NITC to coordinate FPA-PM development, release, and documentation phases.

Will review change request submissions and consolidate similar requests into a single request submit consolidated change requests to the change control board contact.

FPA Change Control Board

Change requests to FPA-PM are approved and prioritized by the FPA-PM Business Steward and the CCB. The FPA-PM Business Steward and the CCB plan and set update release dates. The CCB will work directly with the developer and manage contracts and oversight of the development and release process.

FPA Implementation Coordination Group

ICG is responsible for version dissemination training, and documentation for application release.

Change Management Process

Identified application errors and their severity may have an impact on the frequency of updates.

The change process encompasses requested application changes and requested documentation changes. Prior to implementation of an approved application change User Guide documentation should be updated to include the change.

An originator submits a change request via phone, fax, or electronic mail to the F&AM Applications Helpdesk. The change requests will be logged in the problem tracking customer support HEAT database for tracking. The originator will be provided with a permanent tracking number. The following information will be requested:

- a) Name and unit of originator.
- b) The functional area of the change, e.g., process, form, report, menu, documentation, or other.

- c) Reference to model, design, user training, or technical documentation.
 - d) The proposed change with the problem/enhancement that the change is addressing.
 - e) An initial statement of business objective:
 - i) Critical to business or legally mandated.
 - ii) Provide required management information.
 - iii) Enhances efficiency or effectiveness.
 - iv) Provides complete information to the customer.
 - v) Nice to have or improves ease of use.
 - f) Requested timeframe for implementation.
 - g) The change request is forwarded to the FPA-PM application liaison to review submissions and consolidate similar requests into a single request.
2. The members of the Change Control Board will prioritize approved changes.
 3. The change control contact will return the prioritized change request list to the FS F&AM application liaison for transfer to the Application Support Desk for HEAT database update. Approved changes will be left open until implementation, and the rejected changes will be closed.
 4. Based on expected benefits, workload and budgetary constraints, the recommended changes may be incorporated into the existing FPA change release process. The Business Steward will notify the Application Liaison of the status for the recommended changes. The Business Steward will distribute the information to the Business Community.
 5. Major changes will be forwarded to the FPA-PM Core Team for evaluation and decision. Generally, any significant change or addition (e.g. adding a column or removing a table) would require an analysis/design effort.

Appendix A

Roles and Responsibilities

Business Community

The interested or impacted community within a business area that is responsible for a particular business operation or mission. The Business Community delegates the Business Specialists from within their community. They provide input, review, and acceptance of project deliverables.

- ▶ Ensures that the FPA-PM business rules are accurately defined and implemented.
- ▶ Ultimately, they are the consumers of the products.
- ▶ Participates in ongoing quality assurance and performance monitoring.
- ▶ Initiates system change proposals for submission to the change control board.

Sponsor

The person(s) who corporately is responsible for a particular business, mission, or information activity. The sponsor has decision authority, charts projects and provides resources. Other interested parties may provide resources as well.

- ▶ Ensures that people, funds and other resources are available and that necessary roles are assigned and completed.
- ▶ Ensures continued support throughout the duration of the life cycle.
- ▶ Provides information useful to prioritize, schedule, fund, and monitor the FPA-PM project. The Sponsor provides the primary information for IRM planning and performance reporting.

Business Steward

The Business Steward serves as the ultimate proponent of the business rules, their implementation, and proposed changes to those rules or their current implementation.

- ▶ Ensures IRM projects in their business area align with business needs.
- ▶ Individual with the highest level of authority among the Business Community.
- ▶ Ensures changes are completed as planned and on schedule.
- ▶ Coordinates change requests within the FPA-PM business area.
- ▶ Focus for communication about all activities within the FPA-PM business area.
- ▶ Ensures communication within the FPA-PM business area.
- ▶ Ensures coordination and appropriate compatibility with other business areas.

- ▶ Provides information to facilitate prioritization of IRM activities for the FPA-PM business area.
- ▶ Collaborates in setting IRM project goals and priorities for the FPA-PM business area.
- ▶ Leader of the Change Management Team for their business area.
- ▶ Ensures FPA-PM aligns with USDA Forest Service, DOI Bureau of Land Management, Fish and Wildlife, Bureau of Indian Affairs, National Park Service reporting needs.
- ▶ Coordinates the review and approval or forwarding of proposed business processes and/or application changes to the application that affect the FPA-PM business area.
- ▶ Ensures that appropriate planning, validation, and Business Community involvement occurs throughout the FPA-PM lifecycle.
- ▶ Ensures adequate representation by business specialists for IRM projects.

Project Manager

The Project Manager will provide oversight of the FPA-PM application. Responsible for ensuring projects are completed on time, within budget and in accordance with the project plan.

- ▶ Ensure that appropriate planning, validation and Business Community involvement occurs throughout the FPA-PM lifecycle.
- ▶ Ensure the integrity, integration, and compatibility of deliverables produced.
- ▶ Schedules, coordinates, facilitates, and manages the resources as required to ensure support and maintenance of the FPA-PM application.
- ▶ Ensures that FPA-PM is structured according to the System Lifecycle methodology and that all required deliverables for the lifecycle phase are complete and adhere to standards.
- ▶ Identifies issues and solutions, assembles and distributes status reports and other information needed for periodic review and decisions by the Sponsor and/or Business Steward.

Application Liaison

Provides technical knowledge relating to FPA-PM and is responsible for providing a technical focal point for FPA-PM issues.

- ▶ Participates in the evaluation of change requests.
- ▶ Focal point for application and related IRM technical issues.
- ▶ Participates in identifying and resolving integration issues.
- ▶ Preserves application and related business data and process models in fair, accurate, current and complete state.

